

CUSTOMER CARE CENTRE, HEAD OFFICE
2nd FLOOR, MAIN BUILDING, PLOT NO. 5, INSTITUTIONAL AREA, SECTOR-32
GURUGRAM (HARYANA)-122001
(Email ID: cccho@pnb.co.in, Phone: 0124 4126590, 4126505)

Date: 20.02.2023

CORRIGENDUM NOTICE

RFP FOR EMPANELMENT OF CONSULTANT TO REVAMP GRIEVANCE REDRESSAL MECHANISM AND IMPLEMENT NEXT GENERATION CONTACT CENTRE DATED 08.02.2023.

Due to shifting of HO: Customer Care Centre Division to Gurugram, all Prospective Bidders are advised to note the followings:

1. New Address and Contact Details of HO: Customer Care Centre Division

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2. Revised RFP Schedule is as under:

(General Tender Details, Pg. No. 8 of RFP)

| REQUEST FOR PROPOSAL FOR EMPANELMENT OF CONSULTANT TO REVAMP GRIEVANCE REDRESSAL MECHANISM AND IMPLEMENT NEXT GENERATION CONTACT CENTRE | | |
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| 1. | Date of commencement of Bidding Process. | 08/02/2023 |
| 2. | Last date and time for sale of Bidding Documents | 23/03/2023 upto 16:00 Hrs |
| 3. | Last date and time for receipt of queries from bidders for Clarifications | 01/03/2023 upto 17:00 Hrs |
| 4. | Date of Pre-Bid Meeting (Rescheduled) | 02/03/2023 at 11:00 Hrs |
| 5. | Last date and time for Hash submission (online technical & commercial bid submission) | 23/03/2023 upto 16:00 Hrs |
| 6. | Last date and time for Bid Re-Encryption | From 23/03/2023 17:01Hrs to 24/03/2023 14:00 Hrs |
| 7. | Last date and Time for submission of technical Bids with supporting documents (Hard Copy) | From 23/03/2023 17:01Hrs to 24/03/2023 14:00 Hrs |
| 8. | Date and Time of Technical Bid Opening | 27/03/2023 at 15:00 Hrs |
| 9. | Place of Submission of Bids | General Manager, Customer Care Centre, Head Office 2nd Floor, Main Building, Plot No. 5, Institutional Area, Sector-32 |

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| | | <p>Gurugram (Haryana)-122001 Email ID: cccho@pnb.co.in, ccchoit@pnb.co.in Phone: 0124 4126590, 4126505</p> |
| 10. | Place of opening of Bid | As above |
| 11 | Address for communication | As above |
| 12. | Cost of RFP | <p>Rs. 50,000/-+ 18 % GST* (Non-refundable) should be submitted online only in favour of Punjab National Bank before last date of bid submission in the following account:</p> <p>IFSC Code: PUNB0578800</p> <p>Bank & Branch: Punjab National Bank, Sector-32 Gurugram (Haryana)-122001</p> <p>Imprest Account No. 0153002200175789 (16 digits)</p> <p>*MSME bidder is exempted from payment of cost of RFP if bidder can furnish requisite proof subject to the satisfaction of Bank. Start-up bidder recognized by Department of Industrial Policy and Promotion (DIPP) is also exempted from payment of cost of RFP.</p> |
| 13. | Earnest Money Deposit | <p>Rs. 40 Lakh should be submitted online (Imprest Account No. 0153002200175789) (16 digits) before last date of bid submission or in the form of Bank Guarantee (BG) issued from any of the scheduled commercial bank (other than PNB) in India in favour of Punjab National Bank, Customer Care Centre payable at New Delhi. and filling all the details as per specified Performa at Annexure-XVI.</p> <p>In case, change in any Govt guidelines related to EMD then bidder has to adhere the same accordingly.</p> |

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| | | <p>* Firms registered under MSEs and Start up India would be exempted from payment of earnest money if bidder can furnish requisite proof subject to the satisfaction of Bank.</p> |
| 14. | Contact to Bidders | <p>Interested Bidders are requested to send the email to cccho@pnb.co.in and ccchoit@pnb.co.in containing following information, so that in case of any clarification, the same may be issued to them: (a)Name of Bidder,</p> <p>(b)Contact person</p> <p>(c)Mailing address with Pin Code</p> <p>(d)Telephone No./ Mobile No.</p> <p>(e) e-mail etc.</p> |